opentext™

Case Study

Multi-National Financial Services Organization

Flexible licensing secures new Reflection Desktop user base and introduces new opportunities



Business Restructuring Requires Licensing Flexibility

To provide efficient access to its core applications, often residing on legacy platforms, this organization has used OpenText™ Reflection Desktop for decades. Reflection Desktop for UNIX and OpenVMS connects users to text-based applications, supporting a mix of host technologies. This enables the team to connect to legacy applications, often business-critical. It also gives the opportunity to automate repetitive manual tasks which supports productivity and reduces errors.

As the organization's IT infrastructure and processes evolved over the years, so did Reflection Desktop, now supporting the latest operating systems and platforms, as well as adhering to current security standards and protocols. This has enabled the organization to share sessions in real-time so that colleagues around the world can collaborate effectively.

The organization's IT Manager explains further: "An upcoming business restructuring and a geographical expansion meant that we needed to add many hundreds of users to our Reflection Desktop base. Our Reflection agreement was on a per device basis, but we felt we needed more flexibility as our business demands a scalable approach. We were moving towards a Citrix-based model, and it was hard to predict the number of users or devices we would require."

"The legal and technical flexibility shown by OpenText, coupled with the fact that we have been happy with Reflection Desktop for decades, made this an easy decision for us."

IT MANAGER
Multi-national financial services organization

Strong Partnership and Future Opportunities

OpenText operates a flexible license system that works particularly well in this scenario. An Enterprise License Agreement (ELA) provides full flexibility within a three-year contract term, without any usage review. At the end of the term an audit will determine the exact licensing requirements and the resulting usage data will guide the way forward from then.

The IT Manager concludes: "The legal and technical flexibility shown by OpenText, coupled with the fact that we have been happy with Reflection Desktop for decades, made this an easy decision for us. We are also exploring

At a Glance

- **Industry**
  Financial
- **Location**
  Global
- **Challenge**
  Manage secure access to mainframe-based applications for new user community following business restructuring and expansion
- **Products and Services**
  Reflection Desktop
- **Success Highlights**
  + Seamless access to business-critical applications for hundreds of users
  + Automation provides enhanced user productivity
  + Legal and technical flexibility provides required scalability

Connect with Us
OpenText CEO Mark Barrenechea's blog



Host Access for RPA to include our mainframe-based applications in our Robotic Process Automation (RPA) projects. We were delighted when Micro Focus joined the OpenText family, as we use solutions from both organizations and welcome the opportunity to consolidate our vendor partnerships."

Learn more at
www.microfocus.com/opentext

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